



# **New Orleans Mental Health Dashboard**

*A Community Assessment Tool » November 2015*

# New Orleans Mental Health Dashboard

The New Orleans Mental Health Dashboard (Dashboard) is a compilation of the data the New Orleans Health Department (NOHD) assembles regarding adult and child mental health patients presenting to outpatient facilities and emergency rooms from eleven (11) area hospitals.

The Dashboard is a direct result of the work of the Behavioral Health Council, a collaboration of community partners who strive to improve behavioral health service coordination. The Council determined the behavioral health indicators which NOHD now assembles for the Dashboard. The Dashboard serves as a community wide tool for assessing how individuals move through and use behavioral health care in New Orleans.

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# Monthly Dashboard Summary Report

12/05/2015

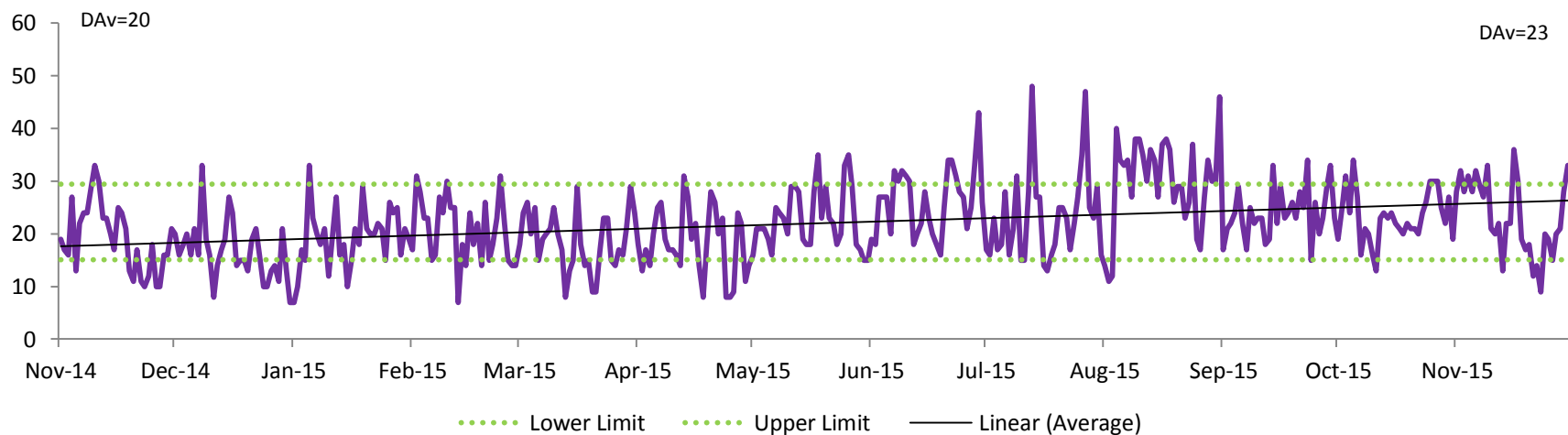
- November reflects a **slightly higher than average number of mental health holds** (individuals in crisis who have been evaluated and waiting for inpatient bed):
  - Overall average holds (last 12 months): 22 holds
  - Average holds for **November 2014**: 20
  - Average holds for **November 2015**: 23
- There were **6 days in November** in which the number of ER patients in mental health crisis **met or exceeded the upper limit** of 30 holds.
  - November 2<sup>nd</sup>, 4<sup>th</sup>, 6<sup>th</sup>, 9<sup>th</sup>, 16<sup>th</sup>, & 30<sup>th</sup>
  - Compared to 4 days in November 2014 where ER patients in mental health crisis exceeded the upper limit

	Average/ Totals	Trend
ER Holds	23 per day	Stayed Constant
NOPD Calls	12 per day	Stayed Constant
Outpatient Resources Available	81 per day	Slight Decrease in Utilization
Children Crisis Intervention	25 monthly total	Above Average
Adult Crisis Intervention	169 monthly total	Slight Increase in Utilization
Rating	Definition	
Green	On target	
Yellow	Slightly off target	
Red	Off target	

# Demand: Daily Patients in Crisis

12/05/2015

**Figure 1: Patients in Mental Health Crisis at Local Emergency Rooms, Daily**



**Table 1: Average Daily Mental Health Crisis Patients in ER, by Hospital**

University Hospital	10
East Jefferson General Hospital	0
New Orleans East Hospital	1
Ochsner Baptist Medical Center LLC	0
Ochsner Medical Center	0
Ochsner Medical Center Westbank	1
Ochsner Medical Center Kenner LLC	2
St. Bernard Parish Hospital	1
Touro Infirmary	1
Tulane Lakeside Hospital	0
Tulane Medical Center	0
West Jefferson	3

**Figure 1** displays the average daily number of patients in mental health crisis who present to local hospital emergency departments and awaiting psychiatric evaluation. These individuals also may be awaiting admission into an inpatient psychiatric unit.

**The current average of ER patients in mental health crisis per day is 23, which is a 15% increase since November 2014.**

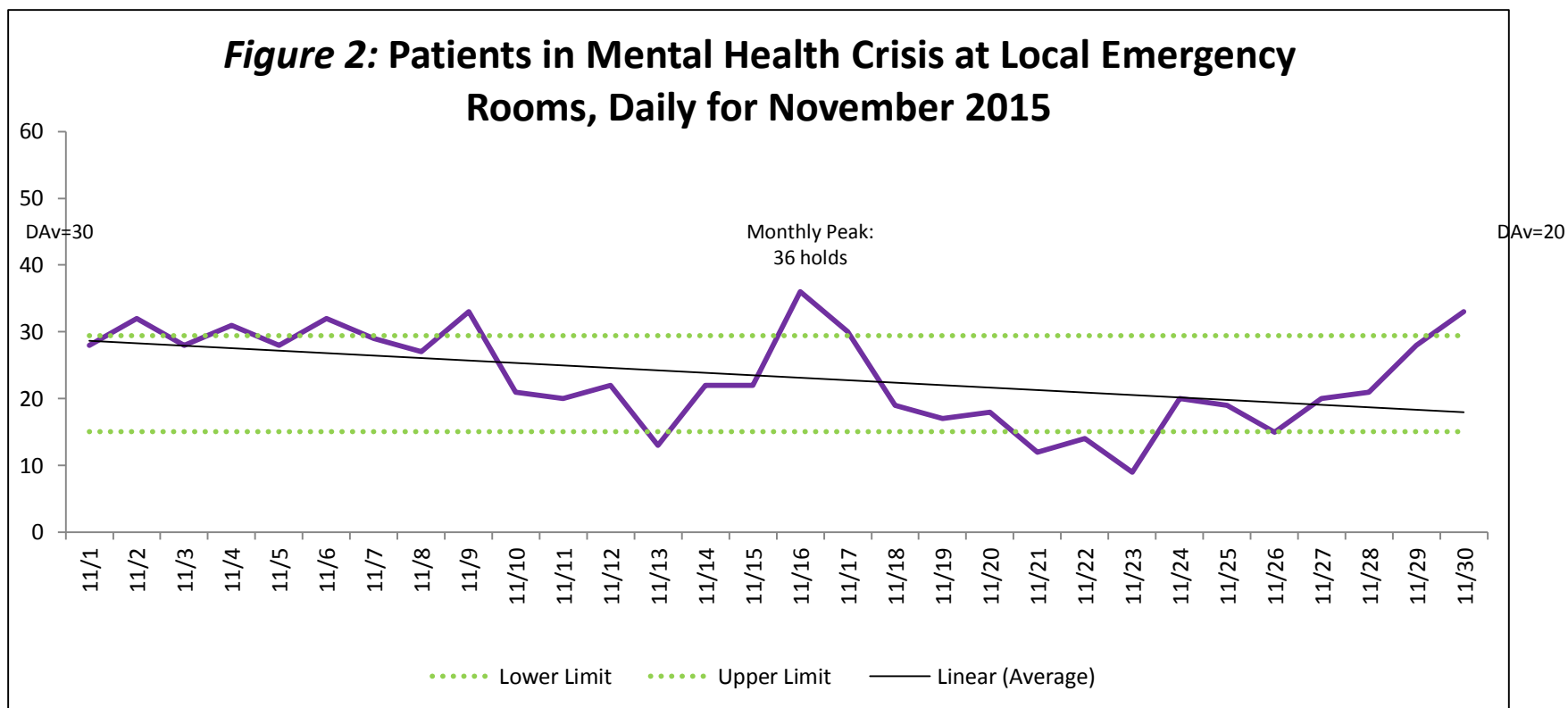
**Table 1** shows the daily average number of patients in mental health crisis by hospital.

*\*The DAv is the daily hold average for the current month and the previous year's month.*

*Current through 11/30/2015.*

# Demand: ER Patients in Crisis

12/05/2015



**Figure 2** shows the average daily number of patients in mental health crisis who present to local hospital emergency departments for the month of November 2015. The number of holds peaked in the beginning and end of the month with an overall high on November 16<sup>th</sup> with 36 holds. The month had an overall **decreasing** trend in mental health holds.

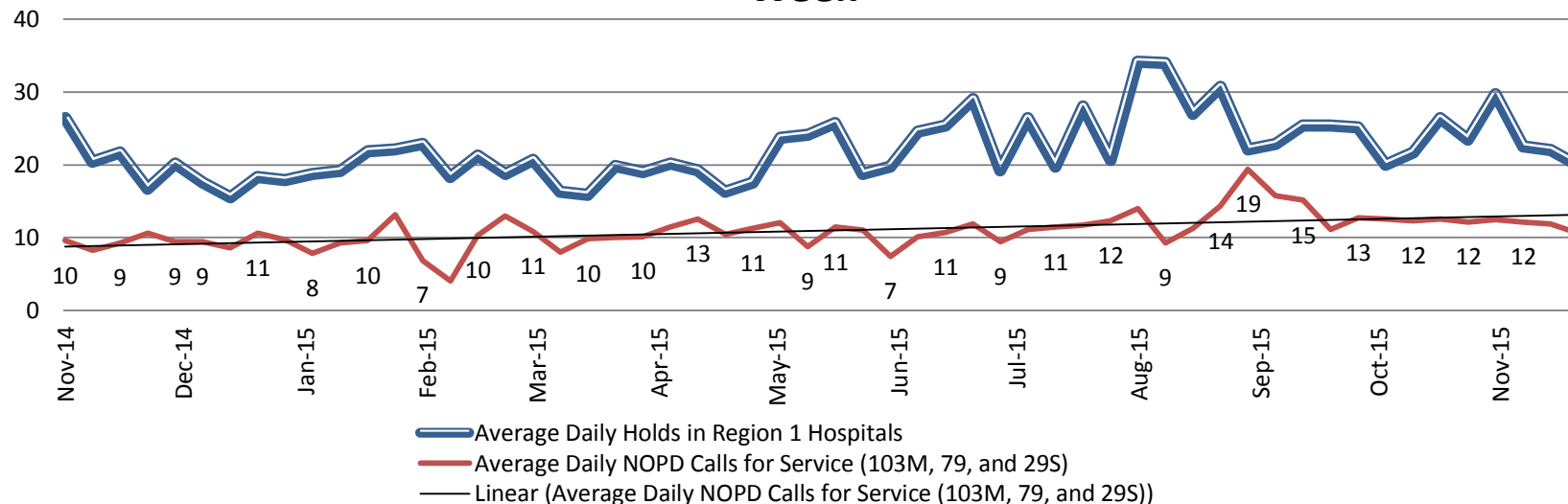
*\*The DAV is the daily hold average for the first and last week of the month.*

*Current through 11/30/2015.*

# Demand: NOPD Calls for Service

12/05/2015

**Figure 3: Average Daily NOPD Calls for Service (Mental Patient, Violations of Protective Custody, and Suicide) and Daily Holds, by Week**



**Figure 3** shows the number of New Orleans Police Department calls for service related to mental health, which includes calls for:

- *Mental Health Crisis*: individual in crisis due to mental health complications
- *Violations of Protective Custody*: these include calls related to involuntary commitment to a psychiatric facility
- *Suicide*: the intentional and deliberate act of taking one's own life

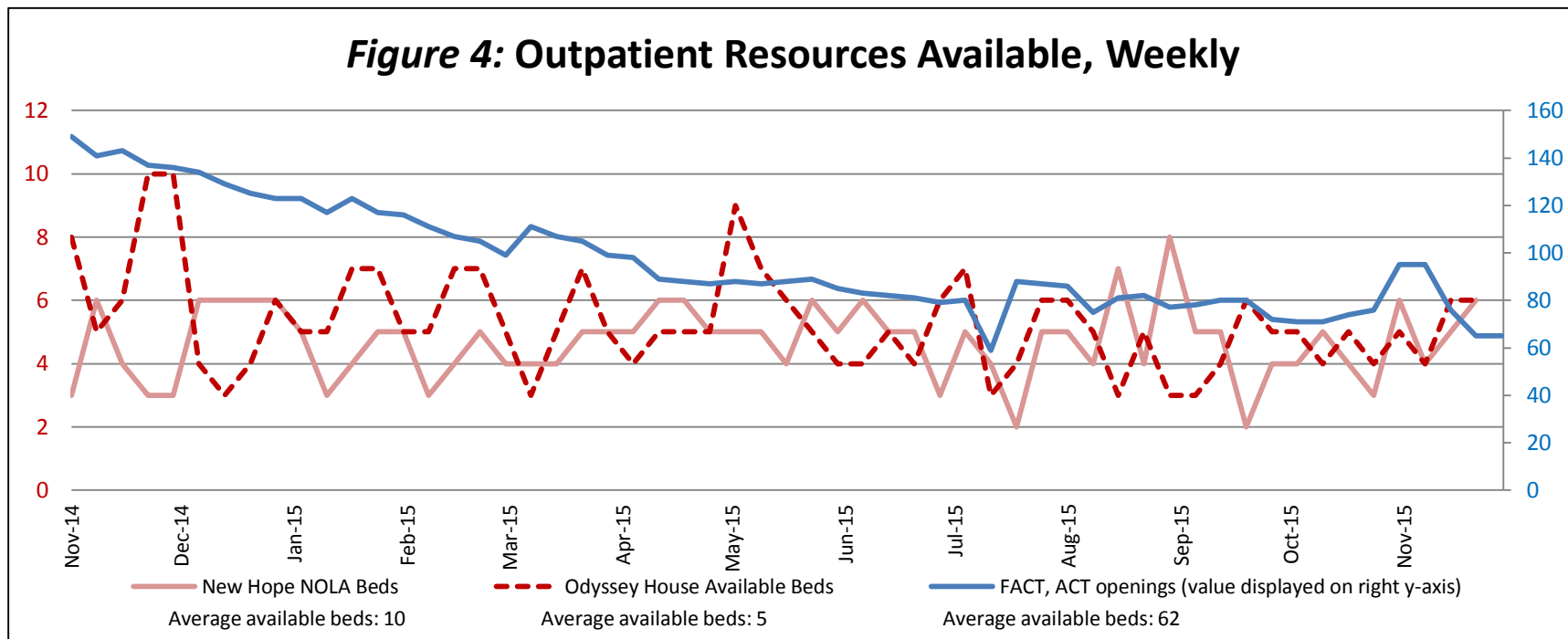
These calls are compared to daily mental health patients in emergency rooms to show how many individuals may cycle through both NOPD and hospital emergency departments. **There are currently an average of 12 NOPD calls for service each day related to mental health**, compared to a daily average of 23 ER patients in mental health crisis.

Current through 11/30/2015.

# Capacity: Outpatient Resources

12/05/2015

**Figure 4: Outpatient Resources Available, Weekly**



**Figure 4** shows how many beds are available by week in four outpatient resources for mental health clients. This graph shows the availability of the following services (full definitions available in Dashboard Dictionary):

- **ACT**: four teams serve **400** clients, provide in-home treatment to clients with mental illness or developmental delays\*
- **FACT**: offers the same services as ACT for **100** clients involved in the criminal justice system
- **New Hope NOLA**: **8** respite beds for individuals in crisis that offer stabilization in a home-like environment
- **Odyssey House**: medical detoxification beds, total capacity of **20** beds represented here\*

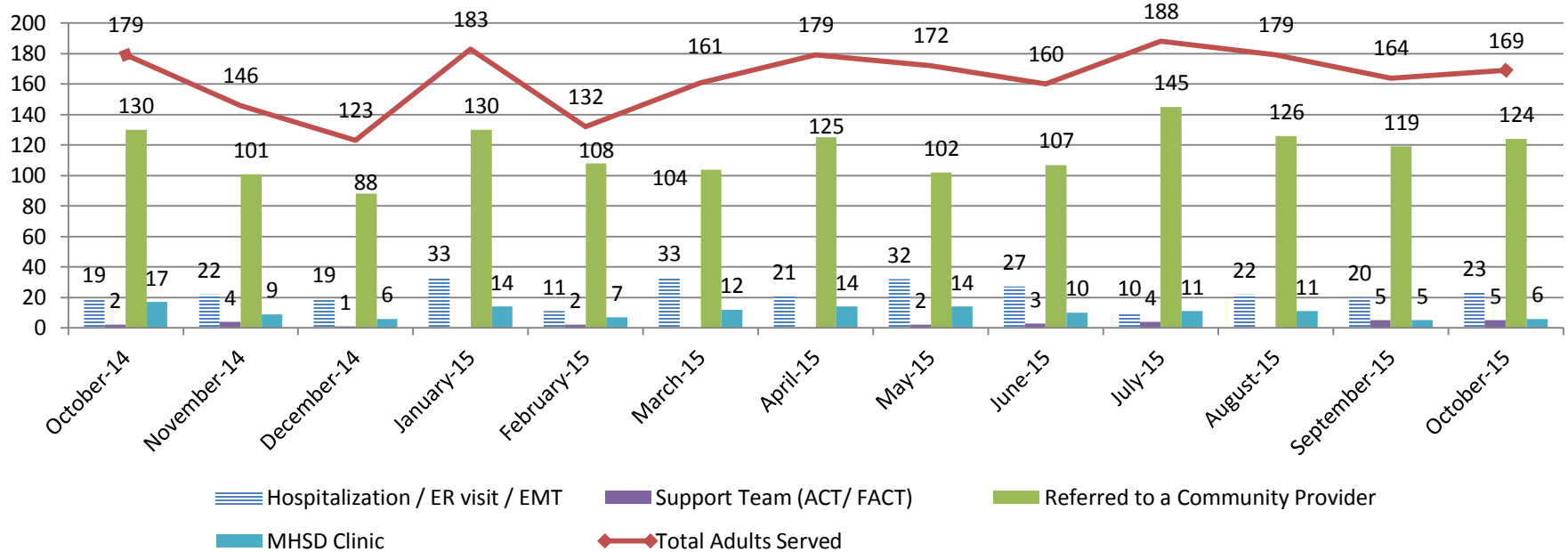
Since November 2014, **utilization of outpatient beds have increased overall**, reflecting recent investments in outpatient resources.

Current through 11/30/2015; \*ACT/FACT capacity increased by 100 March 2014, \*Odyssey beds increased by 6 March 2014.

# Adult: Demand, Crisis Intervention

12/05/2015

**Figure 5: Metropolitan Crisis Response Team – Adult Disposition**



**Figure 5** shows the number of adults served by the Metropolitan Crisis Response Team from September 2014 and how the team served those adults (disposition):

- *Hospitalization/ER visit/EMT*: this reflects the number of adults transported to the hospital as a result of their behavioral health crisis.
- *Outpatient Connect*: the adult is connected to an existing outpatient provider and/or receives an emergency appointment
- *Refused/Unable to Contact*: the Team is not able to follow up on the original crisis call
- *MHSD Clinic*: emergency appointment at MHSD

In October 2015, the Metropolitan Crisis Response Team served **169 adults**, and a majority of the adults served were **connected to outpatient resources**.

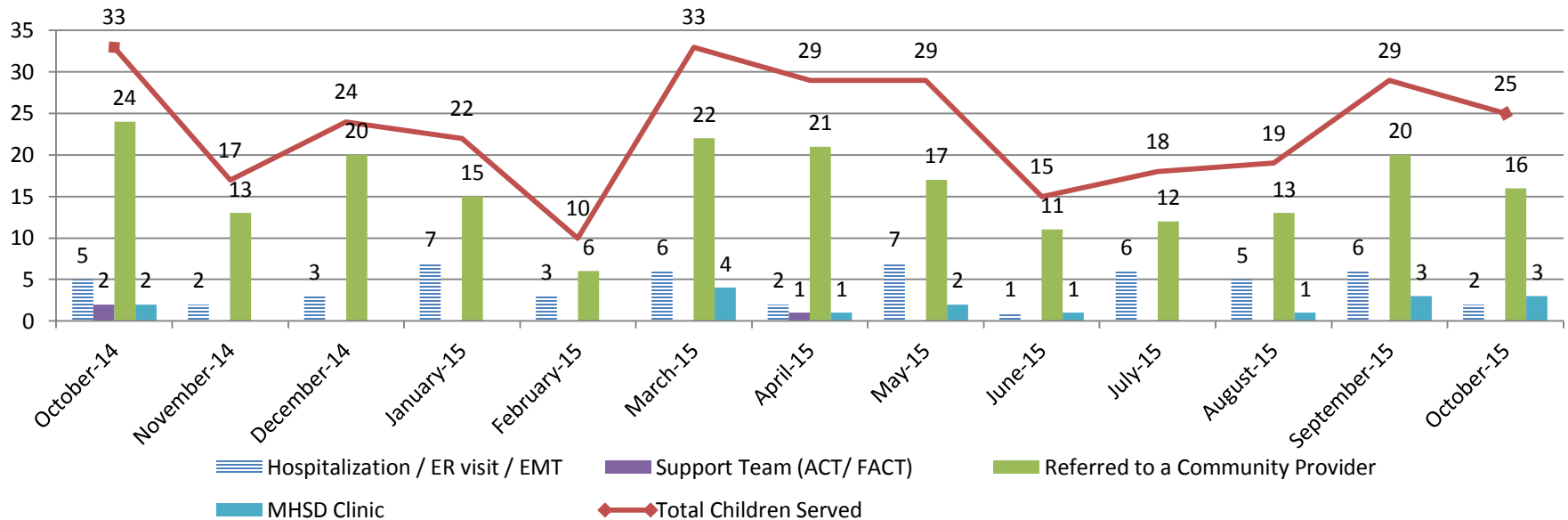
Current through 10/31/2015.



# Children: Demand, Crisis Intervention

12/05/2015

**Figure 6: Metropolitan Crisis Response Team – Child Disposition**



**Figure 6** shows the number of children served by the Metropolitan Crisis Response Team from October 2015 and how the team served those children (disposition):

- *Hospitalization/ER visit/EMT*: this reflects the number of children transported to the hospital as a result of their behavioral health crisis.
- *Outpatient Connect*: the child is connected to an existing outpatient provider and/or receives an emergency appointment
- *Refused/Unable to Contact*: the Team is not able to follow up on the original crisis call
- *MHSD Clinic*: emergency appointment at MHSD

In October 2015, the Metropolitan Crisis Response Team served **25 children**, and a majority of the children served were **connected to outpatient resources**.

Current through 10/31/2015.

# Dashboard Dictionary

- **ACT, Assertive Community Treatment:** Four ACT teams exist in the Greater New Orleans area; two are operated by Northwest Human Services (NHS) and two by the Resources for Human Development (RHD). The four teams have the capacity for a total of four hundred (400) clients. These mobile mental health teams comprised of psychiatrists, nurses, clinicians, peer specialists, daily living counselors, and vocational specialists. They provide in-home treatment to clients with mental illness or developmental delays.<sup>1</sup> ACT teams provide more direct treatment services to clients than Intensive Case Management teams.
- **Census:** total number of patients. Here, census is referring to the total number of psych holds.
- **EMS Wall Time:** the amount of time an EMS paramedic spends caring for a patient at the hospital as the patient awaits a bed. A paramedic remains at the hospital with the patient, while the ambulance is able to respond to another call.<sup>2</sup>
- **Wall Time:** indicates the amount of time an ambulance is tending to a patient awaiting admission to the hospital or discharge.<sup>3</sup> The first twenty (20) minutes a patient spends with the ambulance are not counted toward wall time. Wall time hours begin their count at twenty one (21) minutes.<sup>2</sup>
- **FACT, Forensic Assertive Community Treatment:** The FACT team is operated by NHS and performs the same functions as the ACT team but is intended for those who have been through the criminal justice system. There is one FACT team with space for one hundred (100) clients.<sup>4</sup>
- **ICM, Intensive Case Management:** ensures that a patient is able to maintain his medical appointments. ICM teams also help clients enroll in proper benefits, such as Social Security Income (SSI). These teams offer extra assistance to clients with co-occurring mental health and substance abuse issues who may need further guidance to maintain their health. The ICM teams in New Orleans have space for one hundred and fifty (150) clients.<sup>4</sup>

# Dashboard Dictionary, *continued*

- **Limited Diversion:** indicates the hospital is near or at its capacity for psychiatric patients. While criteria differ between facilities, a hospital on limited diversion may be looking to other hospitals to accept patients. This prevents the hospital's emergency room from exceeding its capacity.<sup>5</sup>
- **MCRT, Metropolitan Crisis Response Team:** a 24/7 service operated by Resources for Human Development that allows crisis response and prevention of hospitalization. The MCRT triages, assesses, and intervenes for individuals experiencing a mental health or substance abuse crisis. The main goal is to prevent a client from being admitted to a hospital and instead access community resources that may be more suitable to his or her needs.<sup>6</sup>
- **Mental Health Hold:** A patient in the Emergency Department, or other area of the hospital, who is awaiting transfer or admission to an inpatient psychiatric unit<sup>5</sup>
- **MHERE, Mental Health Emergency Room Extension:** unit located in University Hospital intended to allow physicians and psychiatrists to evaluate an individual with behavioral or mental health needs. The MHERE is equipped with a medical team as well as psychiatric triage services. Staff in MHERE is able to complete an evaluation and determine the proper community resource suitable to the patient's needs.<sup>7</sup>
- **Odyssey House Medically Supported Detoxification:** a behavioral health care facility that offers treatment for addiction. Odyssey House provides medically supported detoxification. Patients occupy detox beds for five (5) to seven (7) days. While other Odyssey House beds exist in the city, the capacity for the figures presented here is twenty (20) beds. Odyssey House also offers other programs such as life-skills training, vocational training, and case management through its long-term inpatient residential program.<sup>4</sup>
- **Respite Beds at New Hope NOLA** (referred on the graph as New Hope NOLA, also known as Crisis Step-Down Beds): These beds are used for individuals who are experiencing a behavioral health crisis and do not feel comfortable in their usual surroundings. The intent is to stabilize the person and prevent a potentially harmful incident. The patient is evaluated by a psychiatrist and is able to work with social workers or case managers during his or her stay. Patients can occupy a crisis step-down bed for up to five (5) days and there are a total of eight (8) beds.<sup>4</sup>

# Dashboard Dictionary, *Sources*

## ■ Sources

1. Resources for Human Development (RHD). (2011) Assertive community treatment team. Retrieved from <http://www.rhd.org/Program.aspx?pid=8>
2. Dr. Jeff Elder, Director and Medical Director, New Orleans Emergency Medical Services. Email to P. Cunningham, May 9, 2012.
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4. Cathy Storm, Director of Addiction Services, Metropolitan Human Services District, phone interview with N. Dowell, August 21, 2012.
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6. RHD. (2011). Metropolitan crisis response team (MCRT). Retrieved from <http://www.rhd.org/Program.aspx?pid=16>
7. Cathy Storm, Director of Addiction Services, Metropolitan Human Services District, phone interview with N. Dowell, September 5, 2012.